

Programming, Database Administration Support, Information Technology, and Infrastructure Support for the Office of Administrative Services (OAS) and Office of Policy and Resources Management (OPRM)

I. BACKGROUND:

The Office of Administrative Services (OAS) requires services in maintaining and enhancing the existing and newly converted Oracle Applications. In addition, OAS requires support for those systems that have not yet been migrated into the Oracle environment, but are still in use and still need to be maintained and occasionally modified to support new management directives. OAS has recently been assigned the task of Homeland Security within EPA, which drastically increases the programming effort for Physical Security as well as Personnel Security which includes background investigations. It is important that OAS has programming staff available for problems, or should changes be required for any of these systems. These systems provide support for critical business processes within OAS.

Office of Administrative Services (OAS) and Office of Policy and Resource Management (OPRM) are responsible for the development and administration of programs for acquisition and maintenance of all facilities, recycling and pollution prevention initiatives, property and space management; property security; environmental compliance; health and safety policies and programs; and resource management policy development and implementation. To accomplish these activities, OAS and OPRM utilize IT hardware (e.g., personal computers and Novell and NT Servers) and software (e.g., DOS, Lotus Notes, Lotus 1-2-3, Freelance, Power Point, Word Perfect, MS Office Suite, Windows 95/98, XP, 2000 etc.) to perform the work.

OAS and OPRM have a requirement for Help Desk Support, a system for call logging and tracking, and for problem resolution and on-site technical support for both workstations as well as file servers within several locations within Headquarters. OAS and OPRM have approximately 350 computer workstation users, 9 NT file servers, and OAS is responsible for the management of 6 Netware containers within Headquarters.

II. OBJECTIVES:

This task shall provide Oracle Database Administration (DBA) and Oracle, Clipper, Delphi, and Cold Fusion Development and Web Server Support Development for the Office of Administrative Services. The task shall provide support of the DCOADPRD, R7HQOADR, DCOACFO1, R7HQOABDC, DCOASLATE, DCOAJ_SLATE and DCOADEV servers and the databases that they contain for the Parking/Transit, Photocopy, Security (Personnel and Physical), Facility 8i, Fitness Center Systems and the OAS Portal (OASIS). The task shall also provide support for the Clipper and Delphi Systems: PMMS and POLS systems which are housed on different servers related to the users geographical location. The contractor is to be located within EPA HQ Federal Triangle. The task shall support the requirements analysis, development, enhancement, modification, testing and implementation phases of the system development life cycle as they pertain to these systems. All systems are IBM PC compatible systems installed on a Novell and NT Network.

OARM/OAS and OPRM have on-going, contractor-provided technical support for troubleshooting and resolving computer problems that occur on a daily basis. As stated above, a variety of IT hardware and software is used to carry out the organization's work. Continued contractor support

for the areas defined in this request is required to avoid disruption of our administrative and technical programs.

III. PURPOSES AND SCOPE:

PROGRAMMING, DATABASE ADMINISTRATION, and INFORMATION TECHNOLOGY

The Office of Administrative Services has moved many of our Clipper/Delphi based applications to Oracle back-end with Cold Fusion front-end. OAS currently owns two Oracle servers running Oracle version 10g, one Cold Fusion server, one Cold Fusion and Oracle 10g server, and two Facility 8i Servers. The servers house our applications.

OAS requires an Oracle DBA to help maintain the databases on the servers, monitor redo logs, develop roles and tables in accordance with application development, as well as ensure that the databases are monitored for performance and are backed up and restored properly when necessary. OAS is also in need of Cold Fusion Developers to help maintain and enhance existing Oracle/Cold Fusion applications that have been developed.

The DBA and programmers shall also provide user support and training for existing Oracle/Cold Fusion applications when necessary.

The Office of Administrative Services also has Oracle Forms applications which have not yet been moved to the Cold Fusion Environment. These applications have been written using Clipper/Dbase, Oracle Forms and, Delphi. OAS is in need of programming support to help maintain Clipper and Delphi applications that reside on our servers. The task shall require that the programming staff be available to remedy

problems that arise with the systems due to re-indexing failures, error messages and or management decisions that require that the system be modified or enhanced. It shall also be necessary to provide user support for these applications as well as training when necessary within EPA HQ Federal-Triangle. As changes are made to the system, user documentation and source code shall need to be updated.

INFRASTRUCTURE SUPPORT FOR OAS AND OPRM

Another purpose of this contract is to provide IT and infrastructure on-site support for OARM/OAS and OPRM Washington, DC. The IT and infrastructure on-site support shall follow EPA OARM/OAS, and OPRM ADP Support Standard Operating Procedures (See Attachment A) include the following areas:

1. End-User/Help Desk Information Technology Support
 - a. Resolution and tracking of tasks, through an automated system provided by the contractor.
 - b. Assist users with their computing problems, which includes all peripherals and EPA approved devices (i.e., BB PDA's, Anytime Anyplace Access (AAA) Tokens)
 - c. Hardware and software inventory tracking through an automated system by the contractor
 - d. Provide documentation of commands/procedures and Help Desk support calendar of events for planning purpose
 - e. Develop and organize training materials
 - f. Conduct courses for OAS/OPRM end users
 - g. Provide instruction on use and operation of application systems

2. Desktop/Laptop Support

- a. Hardware/Software Deployment
- b. Desktop and Laptop System Administration
- c. Information and Equipment Security in Current Operating Environment
- d. Hardware and Software Installation and Upgrades
- e. Hardware and Software Retirement
- f. Operating Systems

3. LAN/WAN and System Administration Support

- a. Operating Systems
- b. Hardware/Software Operations and Maintenance
- c. Problem Resolution, Optimization and Configuration
- d. Server System Administration
- e. Centralized Data Backups (monitoring and maintaining)
- f. Information and Equipment Security in Current Operating Environment
- g. Hardware and Software Installation and Upgrades
- h. Hardware and Software Retirement

IV. GENERAL OPERATIONS:

A. Facilities

The contractor staff shall be required to be on site at EPA provided space in Ariel Rios North with onsite visits to the Federal Triangle complex, Crystal Mall, 1724 F Street NW, 633 3rd Street, 501 Vermont Ave, Potomac Yards, L Street and/or remote locations at Ardwick/Ardmore Road Warehouse for desktop/server installation, support or user requirements sessions. (See Attachment B for detailed listing of customer locations.)

B. Hours of Operation

This task shall require that the developer, programmer contractor staff to stagger their work hours in order to provide on-site coverage from 7:30 am to 6:00 pm Eastern standard time during Federal business work days. The IT and Infrastructure contractor support team for OARM/OAS and OPRM provide telephone hotline and support to the users community from 7:00 am to 5:00 pm each Federal business day with a minimum of two (2) technicians available during the hours between 8:00 am to 4:00 pm.

C. Equipment

OARM/OAS and OPRM will provide contractor staff with necessary office space, furniture, supplies and licensed copies of EPA and OARM/OAS standard software. The contractor shall furnish their own workstation and any needed diagnostic programs, software tools and utilities, and hardware tools or equipment to provide the required installation, maintenance, and troubleshooting services. The contractor shall provide their contractor staff with a telephone or pager so that they can be easily reached during Federal business hours.

Equipment will be shared by the on-site contractor and authorized government personnel (i.e., Contracting Officer Representative (COR), Alternate Contracting Officer Representative and Automotive Data Processor (ADP) Coordinator), for network administration. Schedules and priorities are established for the use of common equipment. The Government has responsibility for maintenance for the equipment under its control as needed and will retain all inventory records of equipment.

D. Personnel

Contractor employees shall complete a National Agency Check and Inquiry (NACI) within ten calendar days of commencement of contract or when new personnel are assigned.

Contractor staff must have expertise with the hardware and software for the OARM/OAS, and OPRM systems listed on Attachment C and hardware and software specifically noted elsewhere in this SOW, most importantly Lotus Notes (Client installation, configuration and troubleshooting), MS Office Suite and WordPerfect 8.0 or higher. The contractor shall provide personnel that have expertise in face-to-face user support and distributed system maintenance of DOS, Windows 95, 98, 2000 and XP.

LAN Administration support shall be provided by individuals with knowledge in Novell NetWare 5.0 at a minimum and NT 4.0, 2000 servers. As server and desktop operating systems and agency standard software changes and this information is provided to the contractor, the contractor shall provide training to OAS and OPRM government and supporting

contractor staff on the new operating systems and/or provide new staff, if training is not an option, 30 working days prior to the software being implemented within the organization. The project manager shall be responsible for daily operations of the Help Desk quality control, supervision of contract staff, and interaction with EPA.

The contractor shall maintain same level of support and expertise throughout the contract. Contractor shall notify PO and APO of any absences as soon as known. The PO and/or APO shall have the option to alter the priority of any requested, planned, and/or progress ADP and/or Infrastructure support work covered under this contract at any time. The project manager shall be responsible for daily operations of the Help Desk quality control, supervision of contract staff, and interaction with EPA.

V. PROGRAMMING AND DATABASE ADMINISTRATION SUPPORT

Tasks:

Task 1: ORACLE / COLD FUSION DATABASE ADMINISTRATION SUPPORT

Subtask 1.1 - SERVER AND DATABASE PERFORMANCE MONITORING

Description:

The contractor shall review on a monthly basis, the current desktop and Oracle server configuration to determine if the database and servers are being optimally managed. This shall be developed through reviewing rollback segments, redo logs and other log files.

Deliverables:

Monthly Performance Monitoring Report of Oracle Database - Due 15th of Each Month -- In either Word Perfect or MS Word format.

Subtask 1.2 - ORACLE AND COLD FUSION DEVELOPMENT SUPPORT

Description:

The contractor shall provide technical support to Oracle and Cold Fusion development projects as identified by the COR/ACOR. The contractor shall create tables, users, roles and other applicable data for these for the Oracle and Cold Fusion applications (see subtask 2.1)

Deliverables:

Database Change Log - Due the Friday after the change has been made - In either Word Perfect or MS Word format.

Task 2: ORACLE / COLD FUSION PROGRAMMING SUPPORT

Subtask 2.1 - APPLICATION MAINTENANCE

Description:

The contractor shall provide maintenance and upgrades to existing

Oracle/Cold Fusion applications. The maintenance and upgrades include modification of reports, resolution of error messages and/or modification of tables. The PO/APO will identify significant changes beyond routine maintenance. The applications that shall need to be maintained are:

Personnel Security System

Physical Security System

Combinations, Locks, Incidents and, Keys

Parking/Transit System

Fitness Center System

Postal Mail Management System (PMMS)

Warehouse Management Module

Office of Administrative Services Portal

COOP Record of Personnel System

Driver Tracking System

Smart Benefits

Building Services Desk (BSD)

Production Budget & Jobs (PB&J)

Credentials System

Financial Management System (FMS)

Coop Action Tracking System (CATS)

Visitor Badging System

Deliverables:

Upgrades will be approved by the COR/ACOR. Software Release Notes (documentation) in either Word perfect or MS Word format due two weeks after the changes are made to the application.

Subtask 2.2 – APPLICATION ENHANCEMENT

Description:

The contractor shall provide technical support to modify existing Oracle/Cold Fusion applications for system users. Enhancements include: the development of additional reports, fields added, additional modules developed per management decisions and provided by the PO. The applications that may need to be modified or enhanced are:

Personnel Security System

Physical Security System

Combinations, Locks, Incidents and, Keys

Parking/Transit System

Fitness Center System

Postal Mail Management System (PMMS)

Warehouse Management Module

Office of Administrative Services Portal

COOP Record of Personnel System

Driver Tracking System

Smart Benefits

Building Services Desk (BSD)

Production Budget & Jobs (PB&J)

Credentials System

Financial Management System (FMS)

Coop Action Tracking System (CATS)

Visitor Badging System

Deliverables:

1. Enhanced Software and Software Release Notes
 - Due the Friday after completion
2. Modified user documentation
 - Due within two weeks of performing enhancements

Task 3: CLIPPER/DELPHI PROGRAMMING SUPPORT

Estimated Hours = 2000

Subtask 3.1 - SYSTEM MAINTENANCE AND ENHANCEMENT

Description:

The contractor shall provide technical user support and system issues that develop such as error messages, bugs in the system and/or modifications that may be required due to new management initiatives and as determined by the COR/ACOR. On-going maintenance support will be provided until the systems are fully migrated to the new environment (Oracle-backend, Cold Fusion-front end). The systems covered in this task are the following:

System Name	Programming Language	System Manager

Postage Mail Management System (PMMS)	Delphi	Roberta Hinton
Program Office Label System (POLS)	Clipper/Dbase	Roberta Hinton

Deliverables:

1. Enhanced Software and Software Release Notes
 - Due the Friday after completion
2. Modified user documentation
 - Due within two weeks of performing enhancements

Subtask 3.2 – DEPLOY APPLICATIONS TO NEW ENVIRONMENT

Description:

The contractor shall perform requirements analysis in preparation for the applications to be deployed to a new environment (Oracle-backend, Cold Fusion-front end). The contractor shall define what the current system does for the users, migrate all data from the old system to the new system.

Below are a list of the systems and their possible date of migration to a new environment:

System Name	Time frame	Target Environment
Driver Tracking	Fiscal 07	Oracle/Cold Fusion

<i>System</i>		
<i>Postage Mail Management System (PMMS)</i>	<i>Fiscal 07</i>	<i>Oracle/Cold Fusion</i>
<i>System Name</i>	<i>Time frame</i>	<i>Target Environment</i>
<i>Critical Mail Tracking System (CMTS)</i>	<i>Fiscal 07</i>	<i>Oracle/Cold Fusion</i>
<i>System Name</i>	<i>Time frame</i>	<i>Target Environment</i>
<i>Integrated Mail Management System (IMMS)</i>	<i>Fiscal 07</i>	<i>Oracle/Cold Fusion</i>

Deliverables:

- 1. Enhanced Software and Software Release Notes*
 - Due the Friday after completion*
- 2. Modified user documentation*
 - Due within two weeks of performing enhancements*

Task 4: APPLICATIONS TRAINING

Description:

The contractor shall provide one-on-one training to OAS/OPRM new users or existing users. Training is not to exceed one hour per training session. The contractor shall provide instruction on the basic functionality of an application and/or enhancements or modifications that have been made to the system. No more than ten training sessions per year are anticipated. No more than 10 users per training session.

Deliverables:

1. User Training Guide and/or Manual
 - Due three days before training - In either Word perfect or MS Word format
 2. Modified user Training Guide and or Manual
 - Due within two weeks of users= suggested and COR/ACOR=s approved improvements
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VI. INFORMATION TECHNOLOGY AND INFRASTRUCTURE SUPPORT

Tasks

Task 1: END USER / HELP DESK INFORMATION TECHNOLOGY SUPPORT

The contractor shall:

1a. Performance Objective 1a: Provide IT end-user support by contract personnel during the hours from 7:00 a.m. to 5:00 p.m., Monday through Friday, for the Federal Triangle Facility, and other remote facilities on normal EPA work days. These hours shall not involve routine overtime or

compensatory time. It is expected that a minimum of two (2) technicians be available between the hours of 8:00 am to 4:00 pm. There may be occasions when work outside normal business hours shall be required. The contractor shall provide 24 hours notice and purpose to the COR/ACOR to gain approval prior to work taking place. Support to end users includes installing new hardware and/or software or relocating existing hardware, set-up of projector and/or other peripheral devices (printer, scanner, fax, etc...).

Performance Measures 1a: The Contractor shall provide courteous and prompt (within the timeframe stated) IT support to end-users. End user and telephone Hotline acceptance for OARM/OAS and OPRM shall be available from 7:00 a.m. to 5:00 p.m. on a daily basis (normal EPA business day). IT support to end-users include: Install/uninstall and configure peripheral devices, i.e. printers, magnetic tape drive, CD-ROM drives, disk drives; internal components i.e. circuit boards, batteries, cables; software i.e. Operating Systems, EPA standard desktop applications, Lotus Notes mail and other software necessary for users to perform their mission.

Performance Standards 1a: Calls from users whose computers are down, cannot connect to the network, cannot log into the Windows operating system or cannot access the email are to be taken care first and as quickly as possible (within 4 hours of call). Contractor shall keep appointments made with users. Contractor shall be prompt for appointment, if unforeseen circumstances prevent contractor from being prompt, contractor shall call user to inform user and/or to reschedule appointment.

1b. Performance Objective 1b: Receive requests from COR/ACOR. This

includes answering, logging and tracking all forms of calls received; e.g., telephone calls, telephone voice mail, electronic mail, weekly meetings and daily task lists. Question PO and/or APO to determine problems or clarify requests, and/or provide immediate resolution to problem(s) or request(s) if possible. PO and/or APO will prioritize requests so contractor can schedule support appointments.

Performance Measures 1b: All requests shall be entered into the Infrastructure Support Database. The database shall contain, at minimum, the name of the caller, date and time call received, description of problem or request, description of resolution, date and time call completed, indicator of support personnel responsible for call resolution and tracking.

Performance Standards 1b: Contractor processing the request shall enter the ticket (request) into the OAS Infrastructure Database. Tickets shall be updated by close of each business day by the responsible contractor technician. As requested by the COR/ACOR, a report of the status of the tickets shall be provided within two working days of the request. The format, required of the tickets report(s) will be specified by the COR/ACOR. The information requested by the COR/ACOR will be limited to the available data of the OAS Infrastructure Database. No more than twelve (12) reports per Office supported (12 for OAS, 12 for OPRM) will be required per performance year.

1c. Performance Objective 1c: Contractor shall maintain an inventory database of IT and Infrastructure related hardware and software. The data base shall contain, at a minimum—hardware—the hardware description (Model, Chip, Speed and Memory), unique identification, name

of person responsible for hardware, and current location; software—the kind and location of software, license ID, and date of install.

Performance Measures 1c: Contractor shall ensure that the inventory database of the hardware and software is up to date. Contractor shall produce reports as requested by the COR/ACOR on an as needed basis.

Performance Standards 1c: The Contractor shall provide the report requested by the PO / APO within two working days of the request. The contractor shall ensure that the hardware and software inventory database is updated within two days of new hardware or software received. Reports provided to the COR/ACOR will be clear and accurate, reflecting the current state of hardware/software inventory. No more than five (5) reports per year will be required.

1d. Performance Objective 1d: Prepare both electronic and hard-copy instruction sheets in either Word perfect or MS Word format for the COR/ACOR. These reference instruction sheets shall illustrate often used commands and/or procedures. A monthly calendar of scheduled/planned Help Desk support shall also be provided to the PO and/or APO for planning purposes. The monthly calendar will contain major tasks planned for the month (i.e. virus upgrade, mail upgrade, deployment of new PC's, users' move and contractor's planned leave.)

Performance Measures 1d: Contractor shall update the User's Guide, monthly calendar of scheduled/planned Help Desk support on a weekly basis. Except for the monthly reports, all other reports will be requested

by the COR/ACOR on an as needed basis. No more than ten (10) reports will be required per performance year.

Performance Standards 1d: Contractor shall provide up to date information within three business days from the time of the request by the COR/ACOR. Monthly calendar of scheduled/planned Help Desk support will be provided the first week of the month and updated monthly calendar will be provided as soon as the revisions are made, no later than two days after the changes are incorporated.

1e. Performance Objective 1e: The contractor shall organize and conduct end user support training in general use of PCs and workstations (standardized configuration and applications, electronic mail (e-mail), and other selected software.

Performance Measures 1e: Develop and update training materials (i.e. hardware and software user guides, classroom texts, automated tutorials and self-help instructional lessons). Provide training for end users in the use and operation of application systems

Performance Standards 1e: Logistics associated with training will be specified by the COR and/or ACOR at the time of the request. All training materials, databases, etc., will be reviewed and approved by EPA prior to training. No more than five (5) requests from COR and/or ACOR per performance year.

Task 2: DESKTOP AND LAPTOP SYSTEMS SUPPORT

2a. Performance Objective 2a: The contractor shall configure and deploy desktops and laptops to users. Provide desktop and laptop system support services for IBM-compatible system hardware and software and laptop system support. This support shall include planning, installation, implementation, operation, modification, problem diagnosis and resolution. Desktop and laptop machines will be both stand-alone and networked. (See attachments A and B for description of hardware and software environments supported and user locations.)

Performance Measures 2a:

The contractor shall provide support as follows:

Configure, identify, diagnose and resolve desktop and laptop systems hardware problems (i.e. CPU, memory, disk drive) and software problems (i.e. operating system, utilities, applications). Provide troubleshooting support to help diagnose software and hardware problems concerning desktops, laptops, workstations, servers, associated peripherals (e.g., printers or scanners), Ethernet and Token Ring network devices, place service call to activate LAN drops. This includes either solving the problem directly or suggesting a service call be placed to the vendor if there is a suspected hardware and/or software malfunction beyond the capability of contractor staff.

Performance Standard 2a: When deploying desktops or laptops, the time and date of distribution must be coordinated with users to ensure users' availability. The COR and/or ACOR shall be notified of the defect or problem of the desktop/laptop if service call to the vendor is required.

Contractor shall contact and work with vendor(s) to resolve hardware and software problems.

2b. Performance Objective 2b: Prepare evaluation and provide suggestions for upgrade and/or retirement of hardware and software. Evaluation shall outline the advantages/disadvantages with respect to current and future operating environments.

Performance Measures 2b: Evaluation shall reflect in-depth knowledge of EPA current operating environment and provide viable and feasible recommendations to be implemented.

Performance Standard 2b: Contractor shall provide report to COR/ACOR as requested. Evaluation report is due within two (2) weeks of request. No more than two reports will be required per performance year.

2c. Performance Objective 2c: Contractor shall configure laptop for loan to users and maintain the inventory of on-loan projector and laptop equipments.

Performance Measures 2c: Contractor shall ensure that a property pass is prepared for equipment that are on loan to users and that the inventory log is maintained and is updated as soon as the property is loaned or returned.

Performance Standards 2c: Laptops that are to be loaned to users must be configured with the latest EPA applications and patches. Laptop shall be configured to user's requirement (i.e. remote access, webmail, etc.) Users shall be trained and/or informed of a particular

laptop configuration.

Task 3: LAN/WAN ADMINISTRATION SUPPORT

3a. Performance Objective 3a: The contractor shall provide technical support services necessary for in-house computing resources in a LAN/WAN environment that ensure equipment and information security and availability of services. The contractor shall provide server support services in the area of Novell NetWare and Windows NT server-based systems hardware and software including planning (i.e. upgrade, retirement, new technologies), administration, installation, implementation, operation, modification, problem diagnosis and problem resolution.

Performance Measures 3a: Server support services shall include server operating environment and its administration. This shall include the administration of the containers, objects, login scripts and troubleshoot for the NetWare and Windows NT /2000 servers (identify, diagnose and resolve CPU, memory, disk space, performance, utilities and/or application) problems. Upgrades, modification and/or installation of hardware/software on server(s) shall be properly coordinated with the COR/ACOR and appropriate EPA Network support staff to ensure compliance with Agency's LAN/WAN and security standards. No work will be done to the server(s) without proper authorization from the COR/ACOR.

Performance Standards 3a: PO/APO shall be informed of server password changes as soon as it happens. Maintenance and administration of server(s) shall be as transparent as possible and shall result in little or no interruptions to the users.

3b. Performance Objective 3b: The contractor shall document and maintain the server log(s) for the OARM/OAS, and OPRM Server operating environment and its administration.

Performance Measures 3b: Each server shall have its own server log. Server logs shall be maintained and updated on a continual basis to reflect current changes to the server environment. Server log shall contain server name, IP address, purpose of server, and hardware and software specifications. Entries for software/hardware upgrade/install shall contain the time/date, reason, version/type, user community and/or application affected, the steps taken and the duration of the upgrade/install. Logs will be available for COR/ACOR to review at any time.

Performance Standards 3b: Server log(s) shall reflect the changes within one day of the work done to the server(s).

3c. Performance Objective 3c: Contractor shall maintain server hardware by upgrading, configuring, installing/uninstalling internal components (i.e. circuit boards, hard drives, memory) and peripheral devices (i.e. magnetic tape drives, printers) as needed. Contractor shall contact vendors to resolve hardware and software problems.

Performance Measures 3c: Contractor shall perform updates of system software and reconfigure the system design for optimum computing performance. Contractor shall provide resolutions and recommendations to the COR/ACOR on server's hardware and software problems. All decisions will be made by COR and/or ACOR. Contractor shall recommend hardware/software upgrades that could alleviate known

deficiencies.

Performance Standards 3c: Contractor shall provide the most technologically sound solution(s) and recommendation(s), working within the EPA LAN/WAN infrastructure framework and standards, for the COR/ACOR to choose the best possible solution scenario for a given problem.

3d. Performance Objective 3d: Contractor shall maintain system and user performance and utilization statistics.

Performance Measures 3d: Contractor shall utilize Agency's software (i.e. Bind View, Symantec System Console, Software Inventory) to produce reports for the purpose of performance and/or user analysis. Contractor shall use the application software on a weekly basis to monitor, administer and maintain servers. Noted problems regarding system, server or users shall be reported to the COR/ACOR.

Performance Standards 3d: Contractor shall notify COR/ACOR as soon as problem is discovered. Contractor shall provide recommendations to rectify the problems.

3e. Performance Objective 3e: Recommend procurement options for hardware and/or software to PO/APO and/or to users through the COR/ACOR to improve or accomplish a specific automation need. The procurement option suggested will include estimated cost and source.

Performance Measures 3e: The COR/ACOR will request contractor's recommendation for procurement option. No more than five procurement recommendations will be required for a performance year. The

COR/ACOR will make the final procurement decision based on Contractor's recommendations.

Performance Standards 3e: Contractor's recommended procurement option shall be technologically sound and is compatible with the EPA's LAN/WAN infrastructure. Contractor shall deliver the procurement recommendation within one week of request.

3f. Performance Objective 3f: Provide end-user LAN/WAN support.

Performance Measures 3f: Contractor shall perform routine LAN/WAN system administration duties: manage, delete, create, move and edit user account; create, modify container login script; manage, audit and purge file volumes; perform data backup and restore as necessary. Support shall also include attachment, detachment or exchange of WAN/LAN cabling to desktops, laptops, workstations, servers and other OARM/OAS, and OPRM equipment. Contractor shall instruct OARM/OAS and OPRM personnel on WAN/LAN purposes, uses, capabilities and operating procedures; provide user assistance and training; and identify problems and suggest solutions to those problems.

Performance Standards 3f: Contractor shall pass all audits perform by OEI on users and volumes administration and management. COR/ACOR shall be informed of all coordination for WAN/LAN cabling. Contractor shall instruct OARM/OAS, and OPRM personnel, as identified by the COR and/or ACOR.

IV. REPORTING REQUIREMENTS:

a. Guidelines/Standards: the additional following guidelines may be provided:

- 1. EPA Common User Interface Standards (Draft).
Located at <http://lansys.epa.gov:9876/>*
- 2. EPA Information Technology Architecture Roadmap.
Located at <http://lansys.epa.gov:9876/>*
- 3. EPA IRM Policy Manual.
Located at <http://lansys.epa.gov:9876/>*
- 4. NDPD Policy Manual.
Located at <http://lansys.epa.gov:9876/>*
- 5. EPA Hardware and Software Standards.
Located at <http://lansys.epa.gov:9876/>*
- 6. EPA Information Security Manual
Located at <http://lansys.epa.gov:9876/>*
- 7. NIST User Guide for Developing and Evaluating Security Plans for unclassified Federal Automated Information Systems (DRAFT).*
- 8. EPA ADP System Design and Development Guidance, 4 volumes and 2 supplements.
Located at <http://lansys.epa.gov:9876/>*
- 9. Revised OMB Circular A-130, Appendix III*
- 10. EPA Development Environment
Located at <http://lansys.epa.gov:9876/>*

b. Distribution and deliverables requirements:

Information shall be provided on compact disk (CD) and hardcopy using WP 9.0 or MS Microsoft Office Suite 2000 or equivalent via

e-mail to the PO and APO.

c. Security and Access(s): Contractors shall be required to have completed a National Agency Check and Inquiry (NACI). As soon as personnel are assigned to this contract, the COR must be notified.

Security requirements for this project shall be in accordance with National Agency Check and Inquiry (NACI). If confidential information is accessed, the contractor shall protect from unauthorized disclosure all confidential information handled in the performance of this project in accordance with (1) EPA Information Security Manual located at <http://lansys.epa.gov:9876/>.

The contractor shall ensure that all Agency information is safeguarded during the performance of this project in accordance with EPA information security policy and procedures, located at <http://lansys.epa.gov:9876/>.

Electronic Data Interchange (EDI) files and data may be read by contractor support staff with EPA monitoring and limiting the access and update of data. Also, an IBM package, Resource Access Control Facility (RACF), is used to protect any mainframe files associated with this project. The contractor shall request mainframe, and /or UNIX access from the PO as required. The Contractor shall notify the PO of any employee who has left the project. This notification is necessary so that the PO can cancel the employees access to all data sets related to this project. Failure to do so may be regarded as a breach of OAS/OPRM security if the PO and/or APO are/is not notified within one week of the last day of employee's service.

Background documents – Will be available from the PO

- Oracle Entity Diagram*
- Security System Development Documentation*
- Photocopy System Development Documentation*
- Parking/Transit Development Documentation*
- Parking/Transit User Manual*
- Fitness System Development Documentation*
- Fitness User Manual*
- Personnel Security Manual*
- Physical Security Manual*
- HQ/Central Computing Services Oracle DBA documentation*
- PMMS (Postage Mail Management System) User Manual*
- Conference Scheduling System User Manual*
- Driver Tracking System User Manual*
- IMMS (Information Mail Management System) User Manual*
- POLS (Program Office Label System) User Manual*
- CMTS (Critical Mail Tracking System) User Manual*
- Building Services Desk User Manual*
- Warehouse Management System Manual*

OTHER ITEMS

1. ADP and Infrastructure Support Work Scheme

Work Request assignment scheme:

- a. Application/File/Print Servers (Hardware, Software, Maintenance)
- b. Workstations/Desktops/Laptops (Hardware, Software, Maintenance)
- c. Shared peripherals/devices (Hardware, Maintenance)
- d. Dedicated peripherals/devices (Hardware, Maintenance)

The PO and/or APO shall have the option to alter the priority of any requested, planned, and/or in progress ADP and/or Infrastructure support work covered under this contract at any time.

2. Request for ADP and Infrastructure Support Authorization

Every request for ADP and/or Infrastructure support covered by this contract shall be entered into a computer-based tracking and report system.

Each request for ADP and/or Infrastructure support covered by this contract which has a total time (contiguous and/or noncontiguous) to complete request greater than one hour shall require PO and/or APO approval.

Each request for ADP support covered by this contract which meets all of the following criteria shall be deemed approved and shall not require additional PO and/or APO approval:

- a. Total time (contiguous and/or noncontiguous) to complete request less than or equal to 1 hour.
- b. Contractor personnel normally are not permitted to respond to requests that are not received through the Hotline; however, urgent requests received outside the hotline which are otherwise within the scope of

work may be accomplished. The PO and/or APO must be informed in writing as soon as it is practical to do so and the service provided shall be entered into a computer-based tracking and report system. See Task 1.O.

c. Contractor personnel must advise requestor(s) in non-technical language of the steps taken to correct the problem. If the requestor is not present, the contractor personnel must make sure to notify the requestor of changes and/or corrections made; this must be done in writing at the time contractor personnel visit the requestor=s work area.

The PO and/or APO shall have the option to require approval for any request for support from specific organizations, persons, equipment and/or conditions. The specific organizations, persons, equipment and/or conditions shall be specified by the PO and/or APO as is deemed necessary.

3. ADP and Infrastructure Support and Inventory Tracking System

The contractor shall implement and maintain a request for ADP and infrastructure support and inventory tracking system. The tracking system shall be made accessible to the PO and APO.

4. List of Attachments

A. Standard Operating Procedures for OARM/OAS, and OPRM ADP Support Staff

B. Inventory of software types, kinds, & licenses.

C. Customer Locations

D. *OARM/OAS and OPRM minimum workstation requirements*

ACRONYMS

ACOR – Alternate Contracting Officer's Representative
CMTS – Critical Mail Tracking System
COR – Contracting Officer's Representative
DBA – Database Administrator
FRED – Federal Real Estate Database
IMMS – Information Mail Management System
NACI – National Agency Check and Inquiry
OAS – Office of Administrative Services
OASIS – Office of Administrative Services Information System
OPRM – The Office of Policy and Resources Management
OMAS – Official Mail Accountability System
PMMS – Postage Mail Management System
POLS – Program Office Label System
WMS – Warehouse Management System